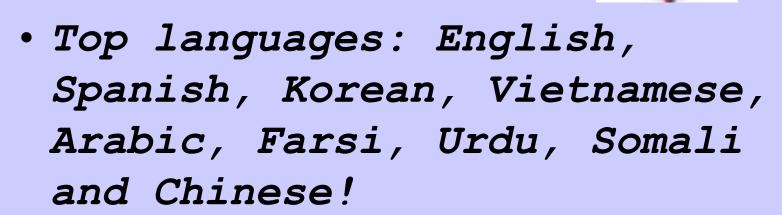
Fairfax County, VA

- 1 million residents!
- People from all over!



• A commitment to quality customer service!

PROBLEM: Complaints about services and vendors

SOLUTION: Changed the RFP process

- became an educated consumer



PROBLEM: Hampered by limited individual agency knowledge regarding language issues

SOLUTION: Created departmental LSC*

*Language Services Contact



PROBLEM: Needed feedback and input

SOLUTION: Advisory groups



PROBLEM: Poor quality translations by nonprofessionals and concept errors by professionals, etc.

SOLUTION: TVT/contract requirements



PROBLEM: Needing better resources

SOLUTION: Explored new technologies



PROBLEM: Keeping folks linked-in

SOLUTIONS:

- a) County-intranet language link
- b) Seminars on language and culture
- c) Vendor fair
- d) Living Voices film series



Anank you for your time and attention



Presenter: Angie Carrera 703-324-5171